

M S P



MANAGERIAL SELECTION PROCESS

OFFERING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

THIS IS A CALTRANS PROMOTIONAL EXAMINATION IN WHICH LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.

EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS FOR DESIGNATED MANAGERIAL POSITIONS.

CLASSIFICATION: **DATA PROCESSING MANAGER III**

POSITION TITLE: **CHIEF, SERVICE SUPPORT OFFICE**

SALARY: **\$7118 - \$8239**

LOCATION: **HEADQUARTERS - SACRAMENTO**

FINAL FILING DATE: **SEPTEMBER 29, 2009**

DUTIES/RESPONSIBILITIES

Under the general direction of the Chief, Division of Infrastructure, a CEA III, the Data Processing Manager III is responsible for the Headquarters (HQ) Information Technology (IT) Service Desk, IT Asset Management, IT Certification and Container/Staging Management groups. The incumbent is primarily responsible for developing, planning, organizing, and managing the functions of the subordinate groups. Responsibilities include, but are not limited to:

- Manages the HQ IT Service Desk, IT Asset Management and Container/Staging Management groups.
- Implement established standards, monitors performance and takes action to remediate issues.
- Ensures compliance with state regulations and departmental standards and policies.
- Defines technical requirements and standards.
- Facilitates the development of enterprise solutions that combine the knowledge of particular business processes and issues, complex technological options and process facilitation techniques.

- Plans, organizes, and directs the work of staff either directly, or through subordinate staff.
- Schedules work assignments, set priorities, and evaluate staff performance.
- Actively participates in selection interviews and hiring decisions.
- Develops staff training plans to identify training needs and developmental opportunities.
- Prepares performance appraisal, utilizes progressive discipline, and takes corrective action when performance problems arise.
- Provides oversight direction to consultant and contract staff as needed to insure schedule, budget, performance and products are consistent with the contractual and business goals.
- Acts as project manager for re-engineering efforts necessary to implement a statewide service desk system.
- Participates as a member of the IT senior management team.
- Provides input to overall organization policies, practices and performance measures in allocating resources, and in setting goals and objectives.
- Provides periodic status reports on major projects, workload, and program developments.
- Acts on behalf of the Division Chief in his/her absence.

MINIMUM QUALIFICATIONS

Applicants must have a permanent civil service appointment with the Department of Transportation and meet the following qualifications by the final file date in order to participate in this examination.

Either I

Two years of experience in the California state service performing electronic data processing duties in a class with a level of responsibility equivalent to Data Processing Manager I, at least one year of which shall have been in a management assignment.

Or II

Three years of experience directing all phases of the operation of a large electronic data processing installation. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility equivalent to Data Processing Manager II.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to EDP; the department's goals and policies; department's equal employment opportunity objectives; a manager's role in the equal employment opportunity program and the processes available to meet equal employment opportunity objectives; and principles of the governmental functions and organizations at the State level, including the legislative process.

Ability to: Develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present

ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; gain and maintain the confidence and cooperation of others; and effectively contribute to the department's equal employment opportunity objectives.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed above, the following position specific qualifications will be evaluated:

- Demonstrated experience in developing 'best-practice' IT service based management including: developing feedback and measurement techniques, developing service satisfaction standards, and developing service level metrics (including average response time, first-contact resolution rate, mean time to repair, and cost per call).
- Demonstrated experience in change, problem and asset management teams responsible for increased call avoidance, improved asset use and decreased end-user downtime.
- Demonstrated experience and expertise in stakeholder relationship management activities and defining stakeholder requirements. These stakeholders include, but are not limited to customers, employees, control agencies, legislators, vendors, and end-user communities.
- Demonstrated ability to ensure that the responsibilities for compliance, contract negotiations, financial decisions associated with acquisitions and inventory accuracy are met according to State practices.
- Demonstrated ability to ensure that enterprise architectural plans, as put forth in departmental and state documents, are realized via compliance with: technical standards, software licensing requirements, asset redeployment standards, hardware and software disposal policies and procedures.
- Demonstrated knowledge, experience and ability to effectively direct, supervise, manage and develop IT professional staff.
- Demonstrated knowledge, experience and ability to effectively ensure that IT-delivered services and end-user productivity goals are understood and exceeded.
- Demonstrated knowledge of state strategic IT direction.
- Demonstrated knowledge of state processes, laws, rules and policies.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant positions. An evaluation of the Examination/Employment Application (STD. 678), Statement of Qualifications, and interview will be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate.

Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

All interested applicants must submit:

- An original, signed State application (STD 678) which includes civil service titles and dates of experience. The application should **specify the classification; position title** and the **MSP number 9MSP23** being interviewed for.
- No faxed or e-mail applications will be accepted.

- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate's experience that would qualify him/her for this position. **The Statement should be no more than two pages in length and should address each of the Position Specific Qualifications listed on this examination announcement.**
- Resumes are optional and **do not** take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

State application and Statement of Qualifications must be received or postmarked by the final file date of **SEPTEMBER 29, 2009**. Interagency mail received after this date will not be accepted.

The State application and Statement of Qualifications are to be submitted to:

**Department of Transportation
ATTN: Liz Ochoa (9MSP23)
1727 30th Street, MS-86
Sacramento, CA 95816**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

Questions regarding this examination process should be directed to Liz Ochoa at (916) 227-7466.

ELIGIBILITY INFORMATION

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, the Voice line at 1-800-735-2922 or the Exams TDD line at (916) 227-7857 for assistance.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to the California Department of Transportation, Office of Examinations and Special Programs, P.O. Box 168036, MS-86, Sacramento, CA 95816. Voice (916) 227-7858 or TTY (916) 227-7857/Calnet 498-7857. California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.